

HOTEL

Phrases

I have a reservation at your hotel.

Do you need any help with your bags?

I need your ID card.

Can I see your passport, please?

We serve breakfast between 7 and 10.30.

Where is the lift/elevator?

Sorry, but the lift is out of order.

All our rooms are ensuite.

Can we ask for a cot, please?

You're in room 313. It's on the third floor.

What time is breakfast served?

Where is breakfast served?

I'd like to check in/out.

Can I smoke in the room?

Where can I store my luggage?

The luggage room is over there. The key code is #321.

I would like to book a double room.

I booked a room overlooking the sea.

Can you fill in this form, please?

Can you change my towels and bed linen, please?

Excuse me, the air conditioning in my room doesn't work.

I can't open the door with my room key.

Sorry, we are fully booked.

There is a mistake in my reservation.

I'd like to order breakfast to my room.

Do you offer an airport shuttle service?

Can I order a wake-up call?

A. Who says these sentences?

Circle the correct option.

1. Hello, I have a reservation at your hotel.
Guest / Receptionist
2. Do you need any help with your bags?
Guest / Receptionist
3. I need your ID card.
Guest / Receptionist
4. We serve breakfast between 7 and 10.30.
Guest / Receptionist
5. Where is the lift?
Guest / Receptionist
6. You're in room 313. It's on the third floor.
Guest / Receptionist
7. What time is breakfast served?
Guest / Receptionist
8. I'd like to check out.
Guest / Receptionist
9. Can I smoke in the room?
Guest / Receptionist
10. The luggage room is over there. The key code is #321.
Guest / Receptionist

B. Complete the gaps using the words below.

mistake / shuttle / key / overlooking / towels / order / double / linen / fill / air conditioning / booked

1. I would like to book a _____ room.
2. I booked a room _____ the sea.
3. Can you _____ in this form?
4. Can you change my _____ and bed ?
5. Excuse me, the _____ in my room doesn't work.
6. I can't open the door with my room _____.
7. Sorry, we are fully _____.
8. There is a _____ in my reservation.
9. I'd like to _____ breakfast to my room.
10. Do you offer an airport _____ service?

C. Match the words to make phrases.

1. check
2. front
3. book
4. mini
5. store
6. quiet
7. wake-up
8. wi-fi
9. twin
10. room

- a. a room
- b. in
- c. service
- d. room
- e. desk
- f. luggage
- g. call
- h. hours
- i. password
- j. bar

D. Make sentences with the phrases you matched in the previous exercise.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

E. What problems can you have with these things in a hotel?

safe

mosquitoes

towels

tap

hairdryer

water

bathrobe

air conditioning

double room

sea

F. What is the difference between the words in each pair?

check in vs check out

all-inclusive vs self catering

double room vs twin room

ensuite vs shared bathroom

lift vs elevator

G. Use some of these words to make sentences.

1. _____

2. _____

3. _____

4. _____

5. _____